



## SOUTHWEST WASHINGTON HEALTH DISTRICT

*Preserving, promoting & protecting health in Clark  
and Skamania Counties*

### Quality Council

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<b>Name:</b>	Health District Quality Council
<b>Chair:</b>	Susan Lybarger
<b>Staff:</b>	To be assigned
<b>Members:</b>	To be selected from a cross section of programs and staff skills/experience, up to 15 members.
<b>Timelines:</b>	Ongoing committee Monthly meeting Annual report for BOH Annual evaluation of QM program and work plan Annual revised program and work plan Regular performance measurement reports per adopted calendar
<b>Purpose:</b>	The Quality Council (QC) is responsible for establishing and implementing ongoing methods to <b>assure</b> and <b>improve</b> the quality of the services and business processes of the Health District.

**Quality Assurance** promotes and confirms consistency of performance and reduction of variance. This includes policy and procedure adoption and compliance, adoption and monitoring of performance measures, and assessment of program performance, service delivery quality and record keeping practices through analysis of measures and periodic, systematic review of records and sentinel events. This is ongoing work that uses public health assessment and “surveillance” techniques to track overall organizational performance.

**Quality Improvement** promotes meaningful change in performance goals without increasing variance. This includes systematic review of performance measures to identify opportunities for improvement, charging of work groups to develop improvement recommendations, action on recommendations, and measurement of the impact of recommendations as implemented. This is activity that focuses on specific areas or

processes within the organization that have been selected for improvement and/or implementation of best practices.

*Specific tasks include:*

1. Lead development of program goals and performance indicators/measures for each program unit in coordination with Division Directors and Program Units.
2. Review regular performance indicator reports.
3. Identify potential issues and develop secondary data analysis to determine if further review is warranted. Recommend next steps.
4. Review summaries of sentinel event (e.g., unusual occurrences, early warnings that the quality of interventions may need to be improved) evaluations and recommend changes in program, process or policy.
5. Review summary of program document reviews and recommend changes in program, process or policy.
6. Review program evaluations (internal programs, subcontracts), assess financial impact of proposed changes and recommend changes in program, process or policy.
7. Prepare an annual report to the BOH via the management team that summarizes health assessment/disease surveillance findings and organizational performance measures and recommends changes in programs, processes or policies.
8. Develop annual QC work plan, annual evaluate program accomplishments and propose revisions to the program description and/or work plan.
9. Charter and oversee standing committees and process-specific QI work groups, including business process redesign groups.
10. Work with committee chairs and management team on accomplishment of the QC work plan and annual evaluation.
11. Review reports submitted by standing committees and QI work groups, recommend actions to management group.
12. Review and recommend adoption of work group implementation plans.

## **Management Commitments:**

### Resources:

*Staff support tasks (to be prioritized based on staff availability)*

1. Review and analyze performance indicator data per adopted calendar. Provide secondary data gathering and analysis as needed.
2. Design tools for sample documentation reviews for policy and procedure compliance and provide technical assistance to program units.
3. Design tools for program evaluation and subcontractor monitoring and collaborate with program staff to complete.
4. Prepare an annual summary of all special incidents and claims, analyze for patterns and indications of change needed in structures, processes, or policies, including financial impact of changes.
5. Draft the annual BOH report.
6. Assure action recommendations are documented in QC minutes.

7. Work with committee chairs to develop agendas, materials, committee work plans, and assure that committee minutes and reports are regularly provided to QC.
8. Provide templates for committee/work group work plans, minutes and reports.
9. Facilitate QI work groups as needed.
10. Provide data analysis and other staff support as requested by committees/QI work groups.

### Policy:

The Management Team will, as a standing agenda item, review the QC minutes. Formal recommendations regarding changes in program, process or policy will be reviewed and action to be taken/response provided to the QC within no more than two months.

### Affected Stakeholders/Personnel:

QI work groups will include representation from affected stakeholders/personnel. Recommendations from QI work groups will be presented for feedback and discussion before being finalized and submitted to the QC for review and action.

### **Linked Groups/Activities:**

- Clark County integration process
- Information Technology planning and implementation
- Business process redesign associated with IT planning
- Business process redesign associated with integration into Clark County

# Southwest Washington Health District Quality Council

## *Member Job Description*

### **Quality Council**

The Quality Council (QC) is responsible for establishing and implementing ongoing methods to **assure** and **improve** the quality of the services and business processes of the Health District: **Quality Assurance** promotes and confirms consistency of performance and reduction of variance. **Quality Improvement** promotes meaningful change in performance goals without increasing variance. See the QC charter for specific responsibility descriptions.

### **QC Membership Requirements**

1. Regular attendance at all QC meetings monthly
2. Preparation in advance for meetings via review of advance materials
3. Preparation in advance for meetings via assigned research or data gathering activities
4. Participation in QC training opportunities
5. Participation in and/or leadership of QC committees or work groups
6. Communication within work unit and other colleagues regarding the work of the QC

### **Desirable Characteristics**

1. Commitment to learning about performance measurement, reporting and analysis
2. Commitment to learning about program evaluation
3. Commitment to learning about customer service
4. Commitment to learning about system improvement processes
5. Commitment to learning about effective teams
6. Commitment to developing communication and problem solving skills
7. Commitment to working as a team member and developing effective team skills
8. Commitment to assessing the need for change and supporting new approaches

## **Southwest Washington Health District Quality Council**

### ***Member Selection Process***

- Step One:** Management Team adopts Quality Council charter, member job description, and selection process (by end of March)
- Step Two:** Management Group members review these materials in every work unit meeting, answer questions, and encourage QC nominations/volunteers (by mid April)
- Step Three:** Management Group members submit names of potential QC members (by end April)
- Step Four:** All potential members participate in training regarding QI concepts, role of QC (early May)
- Step Five:** Management Team selects QC members (end May)  
Criteria:
- Nominees agree to requirements
  - Nominees currently demonstrate some/all characteristics
  - QC is a balanced diagonal cross section of programs and staff
- Step Six:** QC team convenes for first meeting (mid June)

**Southwest Washington Health District  
Quality Council**

***Member Nomination***

**Name:**

**Work Unit:**

**Position:**

**Tenure with District:**

**Comments** (*using the requirements and desired characteristics from the Quality Council Member job description, describe why you believe the nominee should be selected as a Council Member*):